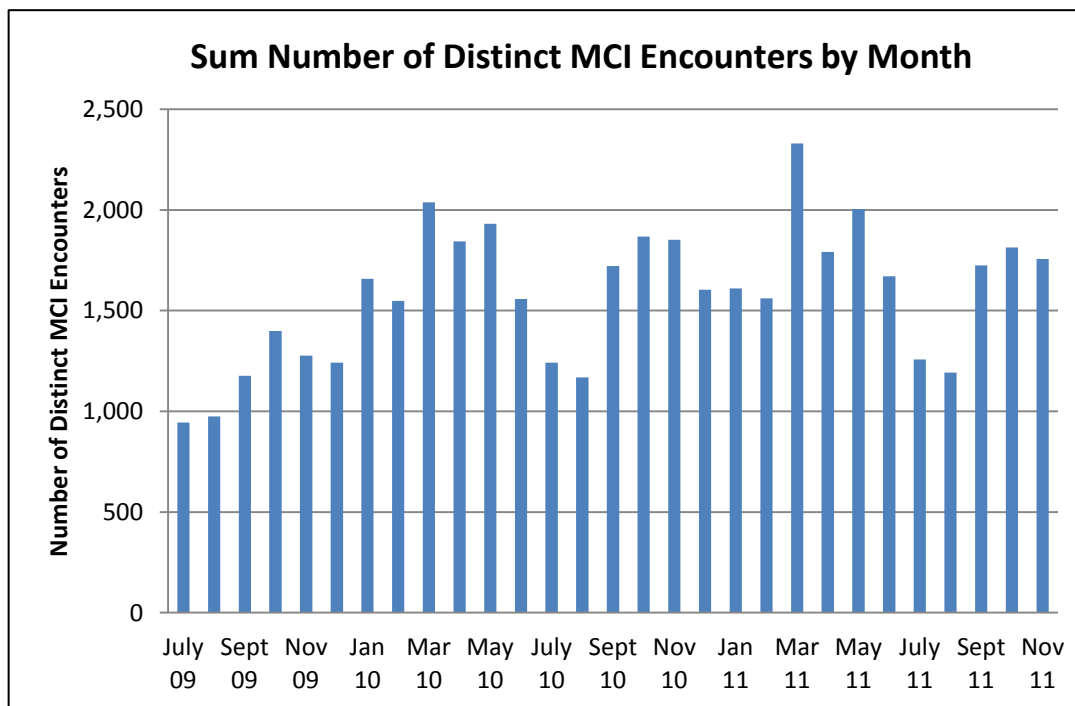




MOBILE CRISIS INTERVENTION KEY INDICATORS

Indicator 1: Number of Distinct MCI Encounters by Month

Definition: Sum number of distinct MCI encounters in all catchment areas in a month (where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL). All indicators represent both MBHP-contracted providers and DMH teams.



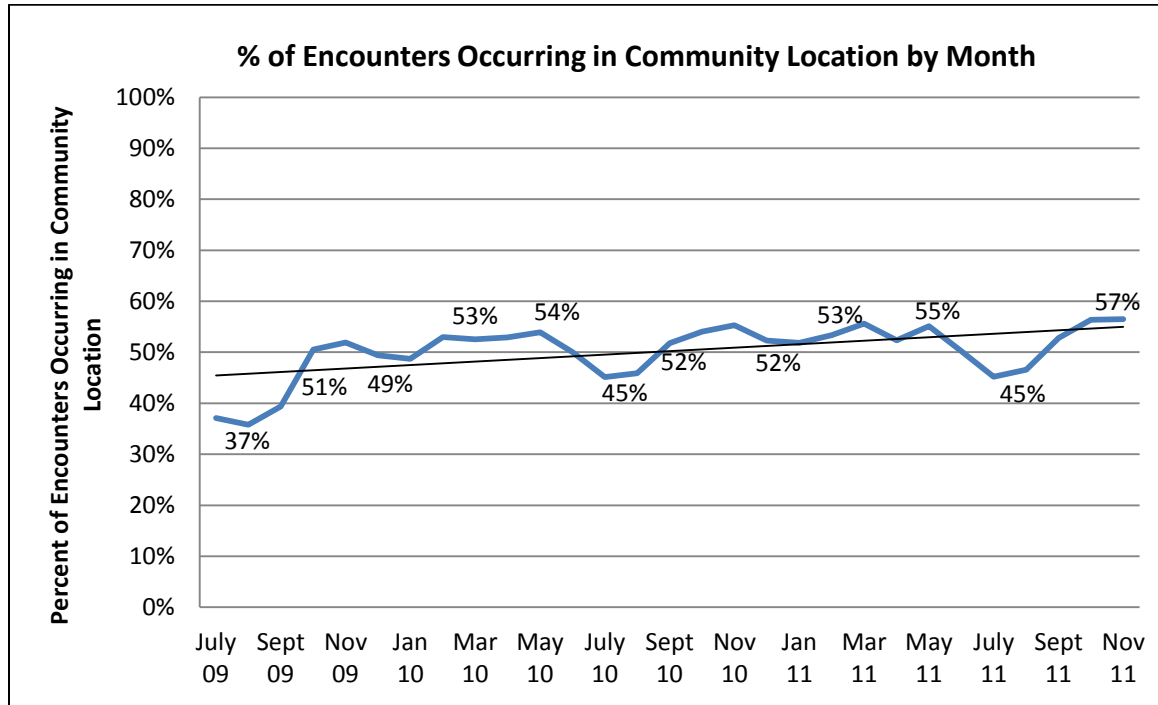
Month	# of Distinct MCI Encounters	Month	# of Distinct MCI Encounters
July 09	944	Oct 10	1,868
Aug 09	975	Nov 10	1,851
Sept 09	1,177	Dec 10	1,603
Oct 09	1,399	Jan 11	1,610
Nov 09	1,277	Feb 11	1,561
Dec 09	1,241	Mar 11	2,330
Jan 10	1,658	Apr 11	1,791
Feb 10	1,548	May 11	2,004

Mar 10	2,038	June 11	1,671
Apr 10	1,843	July 11	1,257
May 10	1,931	Aug 11	1,192
June 10	1,557	Sept 11	1,725
July 10	1,241	Oct 11	1,814
Aug 10	1,168	Nov 11	1,757
Sept 10	1,722		

- There were 1,757 MCI encounters recorded in November 2011. The number of distinct MCI encounters per month has peaked in fall and spring and been the lowest in winter and summer months, revealing a cyclical trend in demand for child and youth crisis services.

Indicator 2: Percent of Encounters Occurring in Community Location by Month

Definition: Percent of distinct MCI encounters that occur in a community versus ED location by month (where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL). Community locations encompass mobile locations and the Community-Based Locations (CBLs), which are service delivery sites operated by the ESP.



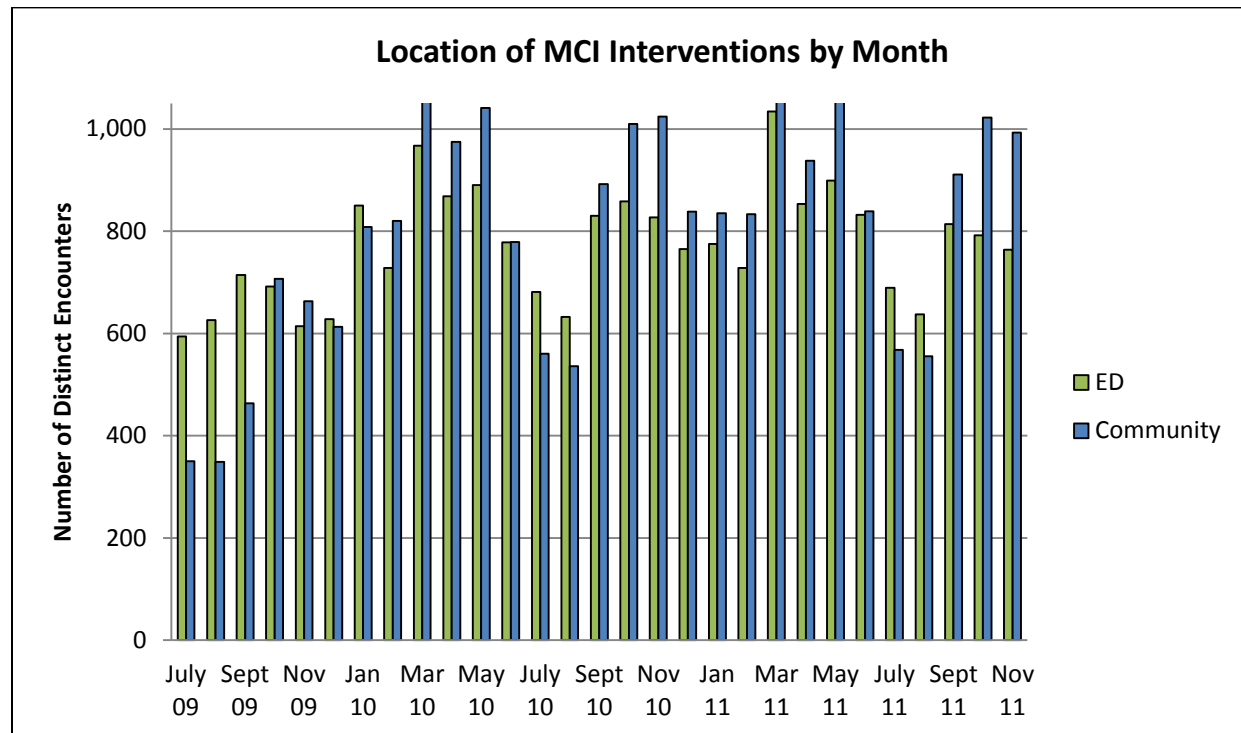
Month	% of Encounters Occurring in Community Location	% of Encounters Occurring in ED Location
July 09	37%	63%
Aug 09	36%	64%
Sept 09	39%	61%
Oct 09	51%	49%
Nov 09	52%	48%
Dec 09	49%	51%
Jan 10	49%	51%
Feb 10	53%	47%
Mar 10	53%	47%
Apr 10	53%	47%
May 10	54%	46%
June 10	50%	50%
July 10	45%	55%
Aug 10	46%	54%
Sept 10	52%	48%
Oct 10	54%	46%

Nov 10	55%	45%
Dec 10	52%	48%
Jan 11	52%	48%
Feb 11	53%	47%
Mar 11	56%	44%
Apr 11	52%	48%
May 11	55%	45%
June 11	50%	50%
July 11	45%	55%
Aug 11	47%	53%
Sept 11	53%	47%
Oct 11	56%	44%
Nov 11	57%	43%

- The above graph illustrates a seasonal trend whereby the percent of MCI encounters occurring in the community is lower during months when children and youth are on summer recess. Forty-five and 47 percent of MCI encounters occurred in community (versus ED) locations in July and August 2011, respectively. The percent of MCI encounters occurring in the community subsequently increased to 53, 56 and 57 percent in September, October and November 2011.

Indicators 3 - 5: Number of Distinct MCI Encounters Occurring in Mobile Location, ESP/CBL/UCC Location, and ED Location by Month

Definition: Number of distinct MCI encounters that occur in Mobile, ESP/CBL/UCC and ED Location by month (where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL).



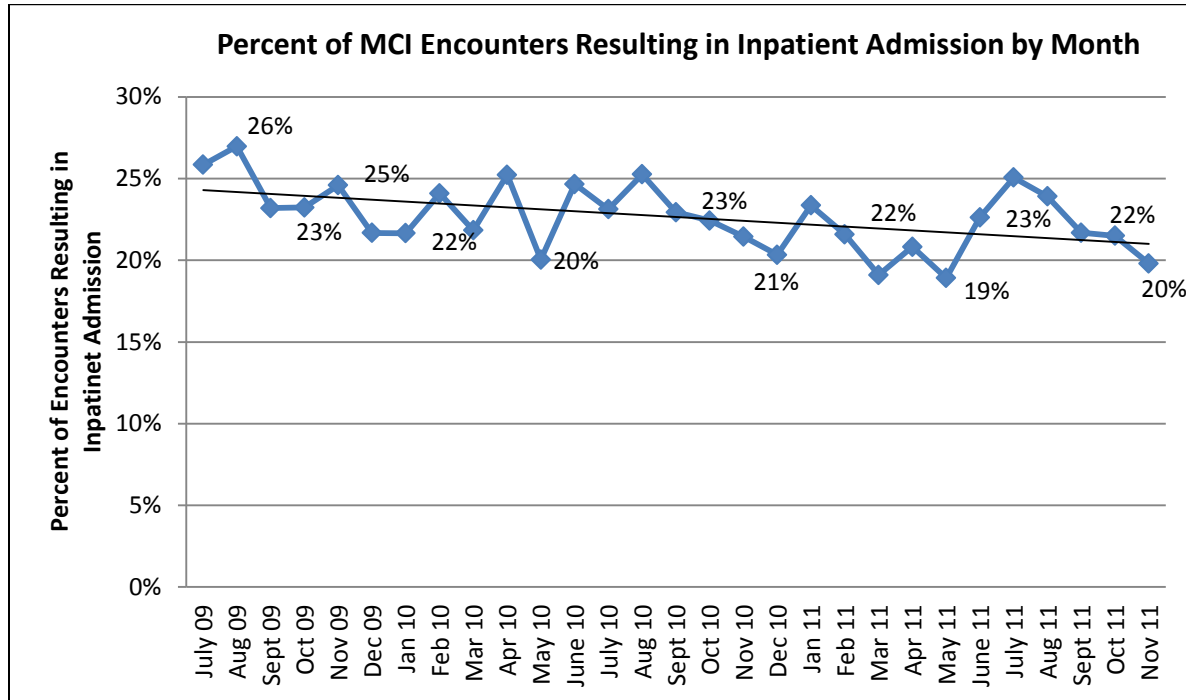
Month	#/% of Encounters Occurring in ED Location	#/% of Encounters Occurring in Community Location	#/% of Community Encounters Occurring in Mobile Location	#/% of Community Encounters Occurring in ESP/CB/UCC Location
July 09	594/63%	350/37%	247/71%	103/29%
Aug 09	626/64%	349/36%	246/70%	103/30%
Sept 09	714/61%	463/39%	319/69%	144/31%
Oct 09	692/49%	707/51%	471/67%	236/33%
Nov 09	614/48%	663/52%	432/65%	231/35%
Dec 09	628/51%	613/49%	435/71%	178/29%
Jan 10	850/51%	808/49%	573/71%	235/29%
Feb 10	728/47%	820/53%	575/70%	245/30%
Mar 10	967/47%	1,071/53%	711/66%	360/34%
Apr 10	868/47%	975/53%	639/66%	336/34%
May 10	890/46%	1,041/54%	718/69%	323/31%

June 10	778/50%	779/50%	541/69%	238/31%
July 10	681/55%	560/45%	409/73%	151/27%
Aug 10	632/54%	536/46%	376/70%	160/30%
Sept 10	830/48%	892/52%	648/73%	244/27%
Oct 10	858/46%	1,010/54%	731/72%	279/28%
Nov 10	827/45%	1,024/55%	751/73%	273/27%
Dec 10	765/48%	838/52%	585/70%	253/30%
Jan 11	775/48%	835/52%	578/69%	257/31%
Feb 11	728/47%	833/53%	597/72%	236/28%
Mar 11	1,034/44%	1,296/56%	878/68%	418/32%
Apr 11	853/48%	938/52%	648/69%	290/31%
May 11	899/45%	1,105/55%	745/67%	360/33%
June 11	832/50%	839/50%	570/68%	269/32%
July 11	689/55%	568/45%	396/70%	172/30%
Aug 11	637/53%	555/47%	392/71%	163/29%
Sept 11	814/47%	911/53%	594/65%	317/35%
Oct 11	792/44%	1022/56%	694/68%	328/32%
Nov 11	764/43%	993/57%	670/67%	323/33%

- Of those MCI encounters that occurred in community locations in November 2011, 67 percent (670/993) occurred in a mobile location and 33 percent (323/993) occurred in an ESP/CB/UCC location.

Indicator 6: Percent of MCI Encounters Resulting in Inpatient Admission by Month

Definition: Percent of distinct MCI encounters with a primary disposition of inpatient psychiatric private, inpatient psychiatric general, observation bed (up to 23 hours) or intensive observation bed (up to 72 hours), where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL.



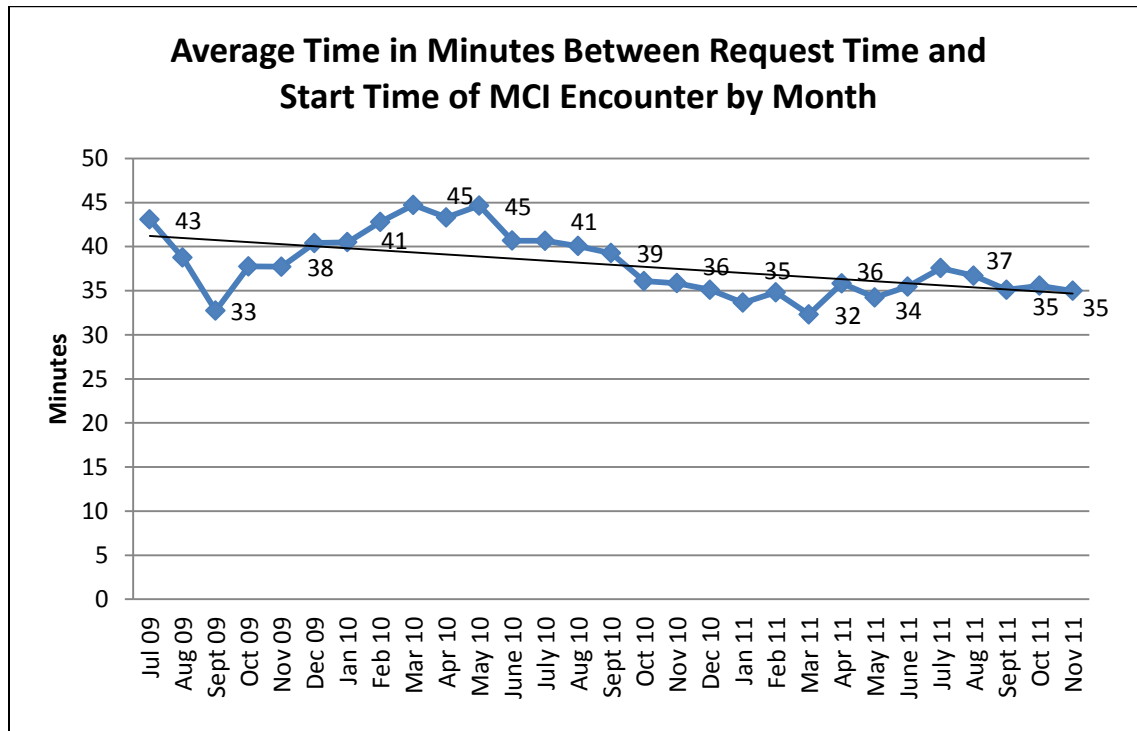
Month	Number of Distinct MCI Encounters	% of Encounters Resulting in Inpatient Admission	# of Encounters Resulting in Inpatient Admission
July 09	944	26%	244
Aug 09	975	27%	263
Sept 09	1,177	23%	273
Oct 09	1,399	23%	325
Nov 09	1,277	25%	314
Dec 09	1,241	22%	269
Jan 10	1,658	22%	359
Feb 10	1,548	24%	373
Mar 10	2,038	22%	445
Apr 10	1,843	25%	465
May 10	1,931	20%	387
June 10	1,557	25%	384
July 10	1,241	23%	287
Aug 10	1,168	25%	295
Sept 10	1,722	23%	395
Oct 10	1,868	22%	419

Nov 10	1,851	21%	397
Dec 10	1,603	20%	326
Jan 11	1,610	23%	376
Feb 11	1,561	22%	337
Mar 11	2,330	19%	445
Apr 11	1,791	21%	373
May 11	2,004	19%	379
June 11	1,671	23%	378
July 11	1,257	25%	315
Aug 11	1,192	24%	285
Sept 11	1,725	22%	374
Oct 11	1,814	21%	390
Nov 11	1,757	20%	348

- The percent of MCI encounters resulting in an inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) averaged 23 percent from July 2009 through November 2011, with a range of 19 to 27 percent. The percent of encounters resulting in inpatient admission has trended down over time, with peaks during summer months, coinciding with a rise in the percent of encounters occurring in an ED location.

Indicator 7: Average Response Time by Month

Definition: Average amount of time in minutes between the time the youth is ready to begin the intervention to the start time of MCI encounter, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL.



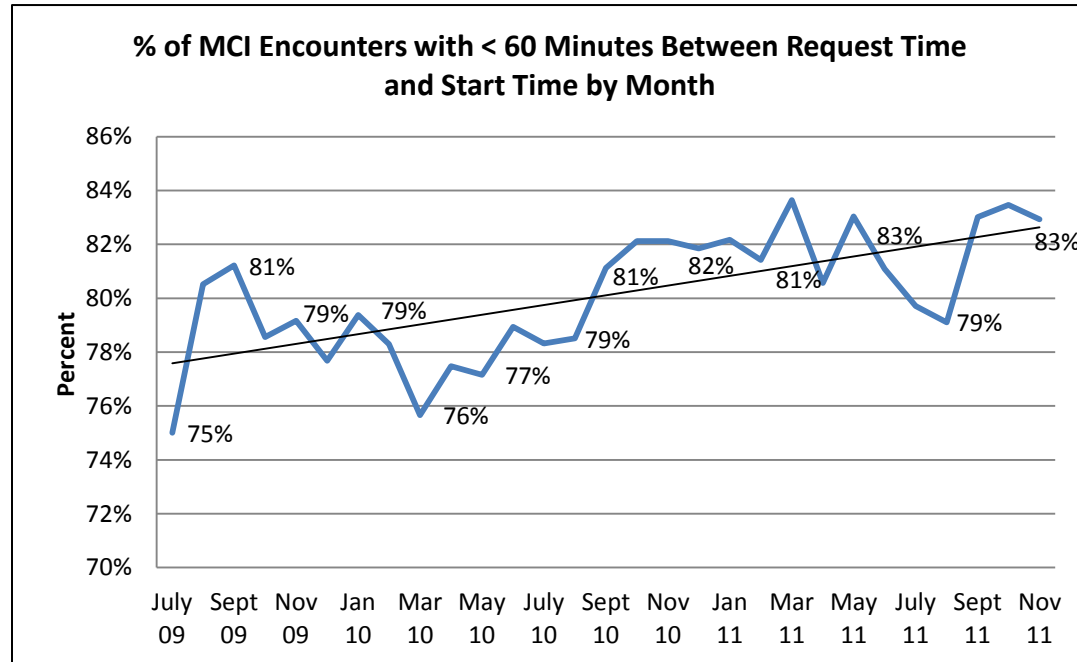
Month	Number of Distinct MCI Encounters	Average Response Time
July 09	944	43
Aug 09	975	39
Sept 09	1,177	33
Oct 09	1,399	38
Nov 09	1,277	38
Dec 09	1,241	40
Jan 10	1,658	41
Feb 10	1,548	43
Mar 10	2,038	45
Apr 10	1,843	43
May 10	1,931	45
June 10	1,557	41
July 10	1,241	41
Aug 10	1,168	40

Sept 10	1,722	39
Oct 10	1,868	36
Nov 10	1,851	36
Dec 10	1,603	35
Jan 11	1,610	34
Feb 11	1,561	35
Mar 11	2,330	32
Apr 11	1,791	36
May 11	2,004	34
June 11	1,671	35
July 11	1,257	38
Aug 11	1,192	37
Sept 11	1,725	35
Oct 11	1,814	36
Nov 11	1,757	35

- Response time (from the time youth were ready to begin interventions to the time interventions began) averaged 38 minutes from July 2009 through November 2011, with a range of 32 to 45 minutes. Average response time has trended down over time.

Indicator 8: Percent of MCI Encounters with Response Time < 60 Minutes

Definition: Percent of MCI encounters with less than 60 minutes between the time the youth is ready to begin the intervention to the start time of MCI encounter, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL.



Month	Number of Distinct MCI Encounters	Percent of Encounters with Response Time < 60 Mins
July 09	944	75%
Aug 09	975	81%
Sept 09	1,177	81%
Oct 09	1,399	79%
Nov 09	1,277	79%
Dec 09	1,241	78%
Jan 10	1,658	79%
Feb 10	1,548	78%
Mar 10	2,038	76%
Apr 10	1,843	77%
May 10	1,931	77%
June 10	1,557	79%
July 10	1,241	78%
Aug 10	1,168	79%
Sept 10	1,722	81%
Oct 10	1,868	82%
Nov 10	1,851	82%
Dec 10	1,603	82%
Jan 11	1,610	82%

Feb 11	1,561	81%
Mar 11	2,330	84%
Apr 11	1,791	81%
May 11	2,004	83%
June 11	1,671	81%
July 11	1,257	80%
Aug 11	1,192	79%
Sept 11	1,725	83%
Oct 11	1,814	83%
Nov 11	1,757	83%

- Eighty-three percent of encounters in November 2011 had a response time that was less than 60 minutes. The percent of MCI encounters with response time less than 60 minutes has trended upward over time, while holding steady or dipping downward in summer months, when there was a parallel rise in the percent of encounters occurring in an ED location.